

Rural South Incident Report May 2012

As of 6/14/2012

Rural South Desktop Support

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
		Low	Medium	FCR Total
Rural South Desktop Support	Cheri Oldham	4 1	0 0	4 1
	Cole Gifford	15 9	0 0	15 9
	Doug Chaston	40 35	0 0	40 35
	Doug Thornton	13 5	0 0	13 5
	Joel Finlinson	84 79	0 0	84 79
	Julie Christensen	11 6	0 0	11 6
	Lance Nay	40 29	0 0	40 29
	Lane Adams	17 0	0 0	17 0
	Meladye Shively	7 1	0 0	7 1
	Ryan Bennett	13 0	2 0	15 0
	Scott Jesienouski	27 1	0 0	27 1

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Rural South Desktop Support

		Low	Medium	FCR Total
Rural South Desktop Support	Assigned to Individual Total	271	2	273
		166	0	166
Assigned Group Total		271	2	273
		166	0	166

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
		Low	Medium	MIR Total
Rural South Desktop Support	Cheri Oldham	4 1	0 0	4 1
	Cole Gifford	15 1	0 0	15 1
	Doug Chaston	40 2	0 0	40 2
	Doug Thornton	13 2	0 0	13 2
	Joel Finlinson	84 1	0 0	84 1
	Julie Christensen	11 0	0 0	11 0
	Lance Nay	40 0	0 0	40 0
	Lane Adams	17 0	0 0	17 0
	Meladye Shively	7 2	0 0	7 2
	Ryan Bennett	13 0	2 0	15 0
	Scott Jesienouski	27 0	0 0	27 0

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Rural South Desktop Support

		Low	Medium	MIR Total
Rural South Desktop Support	Assigned to Individual Total	271 9	2 0	273 9
Assigned Group Total		271 9	2 0	273 9

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Rural South Desktop Support

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
		Low	Medium	ATTIR Total
Rural South Desktop Support	Cheri Oldham	4 0.29	0 0.00	4 0.29
	Cole Gifford	15 0.24	0 0.00	15 0.24
	Doug Chaston	40 0.09	0 0.00	40 0.09
	Doug Thornton	13 0.35	0 0.00	13 0.35
	Joel Finlinson	84 0.03	0 0.00	84 0.03
	Julie Christensen	11 0.22	0 0.00	11 0.22
	Lance Nay	40 0.04	0 0.00	40 0.04
	Lane Adams	17 0.27	0 0.00	17 0.27
	Meladye Shively	7 0.83	0 0.00	7 0.83
	Ryan Bennett	13 0.37	2 0.16	15 0.35
	Scott Jesienouski	27 0.23	0 0.00	27 0.23

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Rural South Desktop Support

		Low	Medium	ATTIR Total
Rural South Desktop Support	Assigned to Individual Total	271 0.15	2 0.16	273 0.15
Assigned Group Total		271 0.15	2 0.16	273 0.15

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Rural South Desktop Support

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
		Low	Medium	MR Total
Rural South Desktop Support	Cheri Oldham	4 0	0 0	4 0
	Cole Gifford	15 0	0 0	15 0
	Doug Chaston	40 0	0 0	40 0
	Doug Thornton	13 0	0 0	13 0
	Joel Finlinson	84 0	0 0	84 0
	Julie Christensen	11 0	0 0	11 0
	Lance Nay	40 0	0 0	40 0
	Lane Adams	17 1	0 0	17 1
	Meladye Shively	7 0	0 0	7 0
	Ryan Bennett	13 0	2 0	15 0
	Scott Jesienouski	27 0	0 0	27 0

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Rural South Desktop Support

		Low	Medium	MR Total
Rural South Desktop Support	Assigned to Individual Total	271 1	2 0	273 1
Assigned Group Total		271 1	2 0	273 1

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Rural South Desktop Support

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
		Low	Medium	ATTR Total
Rural South Desktop Support	Cheri Oldham	4 0.58	0 0.00	4 0.58
	Cole Gifford	15 0.66	0 0.00	15 0.66
	Doug Chaston	40 0.10	0 0.00	40 0.10
	Doug Thornton	13 0.48	0 0.00	13 0.48
	Joel Finlinson	84 0.06	0 0.00	84 0.06
	Julie Christensen	11 0.64	0 0.00	11 0.64
	Lance Nay	40 0.09	0 0.00	40 0.09
	Lane Adams	17 0.91	0 0.00	17 0.91
	Meladye Shively	7 1.31	0 0.00	7 1.31
	Ryan Bennett	13 0.72	2 0.00	15 0.72

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		Low	Medium	ATTR Total
Rural South Desktop Support	Scott Jesienouski	27 0.62	0 0.00	27 0.62
	Assigned to Individual Total	271 0.32	2	273 0.32
Assigned Group Total		271 0.32	2	273 0.32

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Detail

INC000000502377	Roland Prince	PC/Laptop	Hardware	None		TIR Missed: No	0.60
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.60
INC000000503459	Robert Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.21
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	1.11
INC000000503575	Tamie Turcasso	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000503631	Debbi Warmus	PC/Laptop	Hardware	None		TIR Missed: No	0.91
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000505651	Justin Schelin	PC/Laptop	None	None		TIR Missed: No	0.13
	Rural South Desktop Support	Doug Thornton	Corrections	Low	Closed	TTR Missed: No	0.13
INC000000506469	Lynette Baker	None	None	None		TIR Missed: No	0.08
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000506530	Joan Norton	PC/Laptop	Performance	None		TIR Missed: Yes	1.26
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	1.26
INC000000507274	Scott Chamberlain	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Trust Lands	Low	Closed	TTR Missed: No	0.00
INC000000507280	Dennis Broad	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507405	Bobbi Sanchez	Application	Error	DWS Web		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: Yes	6.76
INC000000507439	Glenn Schulte	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507472	Suzanne West	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.68
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000507477	Zane Olsen	Application	None	ZENworks for Desktops		TIR Missed: Yes	1.19
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	1.19
INC000000507494	Vickie Larson	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000507521	David Jensen	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000507838	Kelly R Anderson	Application	None	Microsoft Access		TIR Missed: No	0.21
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	4.18

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INC000000508012	Bart Grant	Network	Virus	None		TIR Missed: No	0.16
	Rural South Desktop Support	Joel Finlinson	Technology Services	Low	Closed	TTR Missed: No	1.14
INC000000508012	Bart Grant	Network	Virus	None		TIR Missed: Yes	1.14
	Rural South Desktop Support	Joel Finlinson	Technology Services	Low	Closed	TTR Missed: No	1.14
INC000000508302	Ryan Orton	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508305	Sheila Fry-Higgins	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508605	Jerry Pruitt	PC/Laptop	Performance	None		TIR Missed: Yes	2.17
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	2.27
INC000000509127	Cody Nordell	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000509135	Rick Rasmussen	PC/Laptop	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000509148	Dale Sellers	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509446	Cindy Wright	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509494	Terry Heath	Print/Copy/Scan/Fax	Error Code	Novell iPrint		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509495	Lauren Barker	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000509497	Kami Madsen	Print/Copy/Scan/Fax	Error Code	Novell iPrint		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509551	Vaun Christensen	Server	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000509564	Austin Farey	Network	Virus	None		TIR Missed: No	0.25
	Rural South Desktop Support	Ryan Bennett	Technology Services	Low	Closed	TTR Missed: No	0.46
INC000000509564	Austin Farey	Network	Virus	None		TIR Missed: No	0.46
	Rural South Desktop Support	Ryan Bennett	Technology Services	Low	Closed	TTR Missed: No	0.46
INC000000509577	Forest Turner	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509778	Leonard Heaps	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

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INC000000509880	Robert Brown	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509882	Garry R Holbrook	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509934	Travis Allred	Network	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509943	Daniel Allred	Application	Error	Project Development Business System		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509955	Randy Obray	Application	Error	Project Development Business System		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510072	Pam Smith	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000510133	Jan Thompson	PC/Laptop	Error	None		TIR Missed: No	0.23
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000510249	Ross A Williams	Application	Error	Symantec Ghost		TIR Missed: No	0.07
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000510351	Nancy Hurst	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.73
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	1.33
INC000000510406	Amber Jackson	PC/Laptop	Error	None		TIR Missed: No	0.19
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	1.74
INC000000510424	Anna Reposa	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000510462	Jerry Norton	Network	Error	None		TIR Missed: No	0.30
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000510527	Colleen Cook	PC/Laptop	None	None		TIR Missed: No	0.10
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000510559	Tina Lloyd	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510889	Ree Schena	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510914	kurt kiesel	PC/Laptop	Password	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510924	Glenda Torgerson	PC/Laptop	None	None		TIR Missed: No	0.66
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.81

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INC000000510960	Ryan Orton	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510963	Linda Rothenberger	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510974	Colette Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511011	Lois Jones	PC/Laptop	Performance	None		TIR Missed: No	0.93
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000511044	Gaye Keene	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.62
	Rural South Desktop Support	Doug Chaston	Corrections	Low	Closed	TTR Missed: No	0.62
INC000000511059	Lucy Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.83
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	2.40
INC000000511124	Michael Stuart	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511126	Gary Lamoreaux	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511259	Tyrel Crofts	Application	Password	Employee Gateway		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511301	Ray Bentley	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511341	Julie Dastrup	Application	Error	None		TIR Missed: No	0.66
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000511350	Errik Ovard	Application	Password	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511352	Ivan Hartle	Mobile Devices	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511437	Mike Miles	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511465	Daryl Lewis	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511467	Tyrel Crofts	Network	Password	MicrosoftWindows Operating Sy		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511472	Donna Beagley	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

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INC000000511507	Sheila Fry-Higgins	Application	Error	My Healthy Utah		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511511	Lori Herbert	PC/Laptop	Error	None		TIR Missed: No	0.17
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000511607	Keven Harr	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511662	Cathy Iriart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.54
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000511737	Nathan Stones	Application	Error	None		TIR Missed: No	0.10
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.11
INC000000511765	Kay Canterbury	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000511791	Kyle Garrett	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.06
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	1.27
INC000000511861	Troy Kennedy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	5.67
INC000000511866	Brenda Clark	PC/Laptop	Error	Symantec Ghost		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511884	Geri Gamber	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000511894	Nicole Moore	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000511952	Cathy Iriart	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511957	Shane ODell	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512006	Jan Thompson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512045	Mike Miles	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000512081	Anne Gilbert	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000512082	Dennis Broad	None	None	None		TIR Missed: No	0.45
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.45

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INC000000512194	Anne Gilbert	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	3.40
INC000000512207	Lela King	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512242	David Horsley	PC/Laptop	Password	None		TIR Missed: No	0.63
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	0.63
INC000000512370	Joan Norton	Application	Error	Public Assistance Case Manage		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512382	Darcy Osborn	Application	Error	Public Assistance Case Manage		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512414	Kay Canterbury	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000512453	Randy Obray	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000512590	Tony Garrett	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000512613	Lisa Shook	Application	None	None		TIR Missed: No	0.15
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000512616	Lela King	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512886	Kay Canterbury	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000512919	Diane Christiansen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.75
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.75
INC000000513113	Marsha Chaston	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513122	Fred Talker	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513125	Chris Petersen	Application	None	Internet Explorer		TIR Missed: No	0.90
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	1.84
INC000000513204	Vaughn Guymon	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000513239	Amber Jackson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	1.07

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INC000000513287	Jared Dastrup	Application	Error	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000513304	Roland Prince	Application	Error	None	TIR Missed: No	0.32
	Rural South Desktop Support	Lance Nay	Natural Resources	Low Closed	TTR Missed: No	0.32
INC000000513324	Destry Maycock	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513376	Luanne Endres	None	None	None	TIR Missed: No	0.11
	Rural South Desktop Support	Ryan Bennett	Human Services	Low Closed	TTR Missed: No	0.12
INC000000513391	Juan Lovato	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000513454	David Jensen	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000513455	Susan Austin	Network	Password	IManager	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000513578	Boyd Pickering	Application	Error	MicroStation	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000513590	Donna Beagley	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000513635	Tuesdee Thomson	PC/Laptop	Virus	None	TIR Missed: No	0.77
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	0.77
INC000000513643	Justin Schelin	PC/Laptop	None	None	TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Corrections	Low Closed	TTR Missed: No	0.09
INC000000513685	Randy Obray	Application	Error	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	
INC000000513712	Robin Mackelprang	PC/Laptop	Performance	None	TIR Missed: No	0.08
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000513748	Amber Jackson	PC/Laptop	Performance	None	TIR Missed: No	0.12
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000513832	Brenden L Davis	PC/Laptop	Performance	None	TIR Missed: No	0.32
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low Closed	TTR Missed: No	0.32
INC000000514324	Randy Obray	Application	Error	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000514329	Joe Lee	Application	Error	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00

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INC000000514331	Daryl Lewis	Application	Error	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000514333	Daryl Lewis	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000514371	Joan Norton	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514373	Erin Robinson	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514375	Colette Cox	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514380	Colette Cox	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514423	Eugene Swalberg	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000514426	Eugene Swalberg	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000514430	Valerie Newland	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000514528	Fred Talker	Application	Password	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000514542	David Petty	Application	None	None	TIR Missed: No	0.42
	Rural South Desktop Support	Lance Nay	Health	Low Closed	TTR Missed: No	0.42
INC000000514559	Jeff Olinger	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	0.19
INC000000514651	Anne Gilbert	None	None	None	TIR Missed: No	0.05
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000514670	Lois Jones	None	None	None	TIR Missed: No	0.17
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000514762	Mark Erickson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	0.28
INC000000514844	Mike Miles	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000514851	Cindy Wright	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00

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INC000000514874	Kathy Ryan	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000514924	Marshall Hunsaker	None	None	None		TIR Missed: No	0.07
	Rural South Desktop Support	Ryan Bennett	Technology Services	Low	Closed	TTR Missed: No	1.62
INC000000515106	Debbie Taylor	None	None	None		TIR Missed: No	0.64
	Rural South Desktop Support	Doug Chaston	Non-state	Low	Closed	TTR Missed: No	0.64
INC000000515221	Sam Williams	None	None	None		TIR Missed: No	0.62
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000515542	Notah Tahy	PC/Laptop	Password	None		TIR Missed: Yes	1.79
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	2.41
INC000000515550	Stacy Anderson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000515684	Paula Ferrario	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515755	Debbie Taylor	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Non-state	Low	Closed	TTR Missed: No	0.00
INC000000515757	David Busk	Network	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515764	Brandon McKinlay	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515982	Paula Ferrario	None	None	None		TIR Missed: No	0.21
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000516207	Randy O Bray	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516227	Fred Talker	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516392	Stacy Anderson	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516394	Fred Talker	Application	Error	electronic Project Management		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516399	Chuck Abeyta	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516568	Devin Blood	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000516620	Clark Adams	Application	Error	Microsoft Word		TIR Missed: No	0.75
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	0.75
INC000000516683	Rick Rasmussen	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516697	Gaye Babcock	Network	Incident	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516859	John Fullmer	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516881	Cindy Cowan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516940	Mary Zorn	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.52
INC000000516943	David Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516968	Lucy Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000517136	Julie Strickland	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517149	Christie Howes	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517158	Deanna Bigelow	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517169	Richard Whimpey	Application	Error	Internet Explorer		TIR Missed: No	0.13
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	3.76
INC000000517272	Lisa Anderson	Print/Copy/Scan/Fax	Incident	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000517343	Denise Fowkes	Application	Password	PGP		TIR Missed: No	0.15
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000517374	Becky Crosby	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517500	Donald Bittner	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000517519	Bart Grant	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Technology Services	Low	Closed	TTR Missed: No	0.01

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INC000000517555	Kimberly Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517615	Lela King	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517981	Diane Felt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517997	Donna Beagley	Application	Error	Microsoft Office XP Professiona	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000518074	Delroi Warnock	Network	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000518249	Forest Turner	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000518252	Forest Turner	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000518255	Forest Turner	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000518573	Cheryl Bakker	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.72
INC000000518646	Roger Kerstetter	PC/Laptop	Password	None	TIR Missed: No	0.95
	Rural South Desktop Support	Lane Adams	Natural Resources	Low Closed	TTR Missed: No	0.95
INC000000518732	Stuart Roundy	Server	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Technology Services	Low Closed	TTR Missed: No	0.00
INC000000518736	Ileene Grundy	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00
INC000000518739	Jason Robb	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000518854	Luanne Endres	PC/Laptop	None	None	TIR Missed: No	0.33
	Rural South Desktop Support	Ryan Bennett	Human Services	Medium Closed	TTR Missed: No	
INC000000518854	Luanne Endres	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Human Services	Medium Closed	TTR Missed: No	
INC000000518889	Kent Sylvester	Network	Password	IManager	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000519267	Bud Park	PC/Laptop	Virus	None	TIR Missed: No	0.22
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.22

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INC000000519404	Marsha Chaston	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000519410	Annette Orton	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000519415	Debra Yardley	Application	Error	Financial Information Network		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000519758	Shaun Darbro	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519760	Kerry M DeSpain	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519763	Kathy M Robertson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519918	Tracy Kirkham	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520075	Lecia Langston	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000520098	Devin Monroe	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520153	James Chandler	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520174	John Fullmer	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520201	James Chandler	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520482	Ivan Hartle	Mobile Devices	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520610	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.88
	Rural South Desktop Support	Scott Jesienouski	Technology Services	Low	Closed	TTR Missed: No	1.16
INC000000520628	Cindy Wright	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520682	Dan Hunt	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000520690	Randy Obray	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

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INC000000520703	Waco Lund	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000520735	Mike Seng	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000520825	David S Tibbs	Application	Password	Novell GroupWise	TIR Missed: No	0.65
	Rural South Desktop Support	Julie Christensen	Attorney General	Low Closed	TTR Missed: No	0.65
INC000000520872	Lance Courtier	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000521155	Bud Park	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.00
INC000000521237	Vance Mumford	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000521248	Bill Mecham	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000521276	Annette Orton	Application	Error	SAFE	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low Closed	TTR Missed: No	0.00
INC000000521320	Brent Hadfield	PC/Laptop	Password	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000521447	Linda Stewart	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000521496	Candace Jensen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.42
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	2.06
INC000000521517	Eric Chaston	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00
INC000000521684	Randy Jenson	None	None	None	TIR Missed: No	0.70
	Rural South Desktop Support	Ryan Bennett	Agriculture and Food	Low Closed	TTR Missed: No	0.70
INC000000521786	Mike Miles	Network	Password	IManager	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000521948	Marci Brunson	Telecom	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000522007	Randy O Bray	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000522067	Wade Allinson	PC/Laptop	None	None	TIR Missed: No	0.42
	Rural South Desktop Support	Lane Adams	Corrections	Low Resolved	TTR Missed: No	0.43

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INC000000522307	Cody Nordell	Network	Error	None		TIR Missed: Yes	3.25
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	3.25
INC000000522346	Nancy Hopfenbeck	PC/Laptop	None	None		TIR Missed: Yes	1.16
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed: No	1.16
INC000000522410	Susan Jensen	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000522412	Kirk Forbush	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000522439	Bryan Blood	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000522555	Marcia A Crampton	PC/Laptop	Hardware	None		TIR Missed: No	0.45
	Rural South Desktop Support	Doug Thornton	Health	Low	Closed	TTR Missed: No	0.45
INC000000522582	Lela King	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000522583	Cliff Whatcott	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000522604	Clint Chaston	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000522644	Bart Grant	Network	Virus	None		TIR Missed: No	0.71
	Rural South Desktop Support	Joel Finlinson	Technology Services	Low	Closed	TTR Missed: No	0.71
INC000000522647	Bart Grant	Network	Virus	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000522846	Rhett Gillins	Application	None	Internet Explorer		TIR Missed: No	0.11
	Rural South Desktop Support	Lance Nay	Science Technology and Research	Low	Resolved	TTR Missed: No	0.11
INC000000523067	Judy Ann Janes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523162	Bart Grant	Network	Virus	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000523297	Linda Orgill	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523322	James Allred	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523349	Kris Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.47

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INC000000523361	Tom Kosmack	Application	Error	Internet Explorer		TIR Missed: No	0.41
	Rural South Desktop Support	Lane Adams	Corrections	Low	Closed	TTR Missed: No	0.41
INC000000523486	Kerry Carpenter	None	None	None		TIR Missed: Yes	1.52
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	1.52
INC000000523507	Lori Herbert	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000523526	Matthew Lyman	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000523734	Lela King	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000523739	Kami Elmer	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000523905	Carol Hansen	None	None	None		TIR Missed: No	0.64
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000524127	Lela King	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524131	Lyndie Thornton	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524136	Rebecca Hatch	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524137	Terri Waters	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524139	Lela King	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524185	Bart Grant	Network	Virus	None		TIR Missed: No	0.27
	Rural South Desktop Support	Scott Jesienouski	Technology Services	Low	Closed	TTR Missed: No	0.27
INC000000524259	Kevin Lambeth	Application	Password	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524277	David N Peterson	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524372	Traci Barker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.55
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000524391	Paul Arnold	None	None	McAfee Firewall		TIR Missed: No	0.19
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.19

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INC000000524398	Garald Peterson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000524426	Amber Jarvis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000524465	Jessie Mellor	Application	Error	SAP Frontend		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524487	Ivan Hartle	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000524928	Stacy Anderson	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000525049	Graig Ogden	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525068	Marti James	Application	Reporting	SAFE		TIR Missed: No	0.07
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000525170	Kyle Slack	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525195	Janet Butterfield	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525290	Brent Beach	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525332	Clayton Wilson	Network	Error	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525360	Marti James	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525363	Shelley Esplin	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525622	Gerald Gappmayer	None	None	None		TIR Missed: No	0.14
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000525630	Boyd Allred	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525638	A J Rogers	Mobile Devices	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525644	David N Peterson	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

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INC000000525744	Linda Sorensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000525824	Stacy Anderson	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00